

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1420(4)

Date: 31/01/2024

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

|    |  |   |   |  |   |
|----|--|---|---|--|---|
| 1  | Case No.                                     | BRL/44/2024   |   |  |   |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No.                             |
|    |  | Sri Diptikanta Panda<br>At-Ainthapali<br>Kainsir Road<br>Sambalpur          |   | 4117-3404-0190                                       | 9437419384                              |
| 3  | Respondent/s                                 | S.D.O (E),Ainthapali  |   |  | Division<br>S.E.D, TPWODL,<br>Sambalpur |
| 4  | Date of Application                          | 16.01.2024  |   |  |   |
| 5  | In the matter of-                            | 1. Agreement/Termination  | X | 2. Billing Disputes                                  | √                                       |
|    |  | 3. Classification/Reclassification of Consumers                             | X | 4. Contract Demand / Connected Load                  | X                                       |
|    |  | 5. Disconnection / Reconnection of Supply                                   | X | 6. Installation of Equipment & apparatus of Consumer | X                                       |
|    |  | 7. Interruptions  | X | 8. Metering  | X                                       |
|    |  | 9. New Connection   | X | 10. Quality of Supply & GSOP                         | X                                       |
|    |  | 11. Security Deposit / Interest   | X | 12. Shifting of Service Connection & equipments      | X                                       |
|    |  | 13. Transfer of Consumer Ownership  | X | 14. Voltage Fluctuations                             | X                                       |
|    |  | 15. Others (Specify) -X   |   |  |   |
| 6  | Section(s) of Electricity Act, 2003 involved |   |   |  |   |
| 7  | OERC Regulation(s) with Clauses              | 1. OERC Distribution (Conditions of Supply) Code,2019 √                     |   |  |   |
|    |  | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004  |   |  |   |
|    |  | 3. OERC Conduct of Business) Regulations,2004                               |   |  |   |
|    |  | 4. Odisha Grid Code (OGC) Regulation,2006                                   |   |  |   |
|    |  | 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 |   |  |   |
|    |  | 6. Others   |   |  |   |
| 8  | Date(s) of Hearing                           | 16.01.2024  |   |  |   |
| 9  | Date of Order                                | 31/01/2024  |   |  |   |
| 10 | Order in favour of                           | Complainant   |   | Respondent   | Others   √                              |
| 11 | Details of Compensation awarded, if any.     | NIL   |   |  |   |

**Place of Camp:** ESO Office RE-Ainthapali, TPWODL

**Appeared**

**For the Complainant-** Sri Diptikanta Panda

**For the Respondent -** SDO (Electrical), Ainthapali, TPWODL.

**GRF Case No- BRL/44/2024**

(1) Sri Diptikanta Panda  
At-Ainthapali  
Kainsir Road  
Sambalpur  
Consumer No.- 4117-3404-0190

**COMPLAINANT**

**VRS**

(1) SDO (Electrical), Ainthapali, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Diptikanta Panda appeared on Dt. 16.01.2024 at the camp held on ESO Office RE-Ainthapali and submitted a written complaint wherein he has requested to revise of false billing from Jan-2023 to ~~May-2023~~ <sup>May-23</sup>.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted PVR carried on 16.01.2024 where it is found that meter status is Ok & meter SL No is TPWODL1180111 with CMR 7KWh with remark given by concern authority that "after verification it is found that the said consumer's meter No is TPWODL1180111 and reading is 7KWh and house is locked since long.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2KW with date of initial power supply 27.02.2004 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute for the period from Jan-2023 to May-2023 with prayer to revise the bill. As seen, average bills were served from Jan 2023 to May 2023 at different units monthly/bi monthly time to time. During course of hearing the complainant has expressed that there was no use of power supply in the above-mentioned period. In this regard opposite party has been taken in to confidence & <sup>as</sup> per their opinion the declaration of complainant is correct & the reading on 16.01.2024 was 7KWh in reference to consumption recorded in meter SI No TPWODL1180111 as per PVR dt.16.01.2024 although, the meter was installed on 29.05.2023. From the pattern of consumption, it is observed that the house was in Locked position during that period & hence found no consumption of power supply so, required revision.

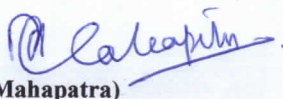
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan-2023 to May-2023 by withdrawing the billing so raised during the above period, the EC & ED & DPS as applicable as per rule.


**ORDER**

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Jan-2023 to May-2023 by withdrawing the billing so raised during the above period, the EC & ED & DPS as applicable as per rule.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

  
**(B. Mahapatra)**  
(Co-Opted Member)

  
**(A.P. Saha)**  
Member (Finance)

  
**A.K. Satapathy**  
(President)

**Copy to: -**

1. Sri Diptikanta Panda, At-Ainthapali, Kainsir Road, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Ainthapali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF". )